

THE NAVAJO NATION
Department of Personnel Management
JOB VACANCY ANNOUNCEMENT

REQUISITION NO: **DHR0376883**

Date Posted: **08/13/12**

POSITION NO: 240422

Closing Date: **08/27/12**

CLASS CODE: 3432

POSITION TITLE: **Collection Officer**

DEPARTMENT NAME: Department of Navajo Veterans Affairs-Central Office

DEPARTMENT NO: 37 WORKSITE LOCATION: Window Rock, Arizona

WORKS DAYS/HOURS: POSITION TYPE: GRADE: R60A

Days: Monday-Friday

Permanent: ☒

SALARY:

Hours: 8 am - 5 pm

Temporary: ☐

Duration: Yearly \$ 26,956.80 Per Annum

Part-Time: ☐

No. of Hrs/Wk: 40 \$ 12.96 Per Hour

DUTIES AND RESPONSIBILITIES:

Under the immediate supervision of the Loan Officer, researches financial records to determine delinquent account balances, works with outside collection agencies, employers neighbors, postal workers to assist in locating debtors; researches maps and telephone numbers to locate debtors; responds to debtor inquiries and complaints; interviews clients, updates files, and establishes payment arrangements; counsels debtor on status of their account and credit history.

Monitors payments to ensure adherence to schedule, contacts debtor when payment lapses; interprets policies and procedures; resolves issues and/or refers questions to appropriate staff; researches accounts and determines required Charge-Off or Write-Off actions and makes appropriate recommendations; assists with the preparation and presentation of resolutions to appropriate standing committee; initiates and process legal actions against missing debtor, files bankruptcy claims.

Testifies at legal proceedings; assists clients with policies, procedures and rules; provides information; ensures compliance with approved policies and procedures; participates in formulating personal loan policies and guidelines; assist with training new employees on equipment use, forms, procedures and methods, and related activities; may conduct site visitations, general inspections of real property and mobile homes.

QUALIFICATION REQUIREMENTS:

Education and Training:

A high school diploma and GED; and

Experience:

Three (3) years of responsible experience in debt collection; or an equivalent combination of education, training, and experience which provides the capabilities to perform the duties.

(To receive full credit for education/training applicant must submit copies of college transcript, certificates, diploma, etc.)

Special Knowledge, Skills and Abilities:

Knowledge of bookkeeping, accounting policies, procedures and terminology. Knowledge of applicable rules, regulations, policies and procedures; office practices, procedures and equipment; automated accounting/word processing/spreadsheet systems and database maintenance; basic math and arithmetic function. Skills in establishing and maintaining effective working relationships with others and communicating effectively; maintaining detailed and accurate records and prepare financial reports; processing accounting documents and payments accurately; performing arithmetic calculations with speed and accuracy; using standard office machines and automated information systems.

License/Certification Requirements:

Must possess a current State Drivers License. Within 90 days of employment must obtain a Navajo Nation Vehicle Operators Permit

VETERANS' PREFERENCE APPLIES

THE NAVAJO NATION GIVES PREFERENCE TO ELIGIBLE AND QUALIFIED APPLICANTS IN ACCORDANCE WITH THE NAVAJO PREFERENCE IN EMPLOYMENT ACT.

Revised: 1-15-99